



HITECH SUPPORT PTY LTD  
A.B.N 55 064 818 211



Quality  
Endorsed  
Company  
ISO 9001 lic20714  
SAI Global

## NSW.net Support & Maintenance Programs

### What is covered by the NSW.net Support Program?

The NSW.net Support Program is a value-added program that provides phone and remote support to assist you with addressing issues related to your NSW.net Internet Services. These services are covered by the NSW.net Support contract with Hitech Support and are provided at **no cost** to you.

This program provides assistance for the following:

- o Outages to your Internet or other NSW.net services
- o Problems with ADSL equipment
- o Problems with any firewall appliances connected to your service
- o VPN related issues
- o Domain Name Service and or Web Hosting facilities
- o Mail Hosting facility
- o Internet Sheriff Support

### Who do you contact if something goes wrong?

If you are experiencing an ISP related problem you can contact MCI directly on:

**MCI Support: 1300 368 811**

If the problem persists or you do not have any immediate success with resolving the problem with MCI then Hitech Support should be contacted. You should also contact Hitech Support for help with any other NSW.net services such as Internet Sheriff and MessageLabs.

**Hitech Support: (02) 9686 7220**  
**Email: support@hitechsupport.com.au**

### Who is Hitech Support?

Established in 1993, Hitech Support is an Australian-owned, provider of IT Solutions servicing a wide range of business needs. Hitech Support was originally involved in providing PC & Network Support and Maintenance. These activities included the Design and Installation of PC networks, File Server Maintenance and general PC support.

Over the years they have expanded their services and now offer a wide range of current technologies such as, Secure Firewall Implementations, WAN VPN & Remote Access, Internet Vulnerability Assessments, Voice over IP (VoIP), Video Surveillance (Integrated IP) and Secure Wireless Solutions.

Hitech Support has been involved with the implementation and support of NSW.net Internet Services, Firewalls and VPN equipment for over two years.

A full description of the services provided can be found at [www.hitechsupport.com.au](http://www.hitechsupport.com.au)

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### Additional Support Services:

When NSW.net Internet services are purchased, a SonicWALL firewall appliance option is offered as part of the standard equipment configuration required for the service. Hardware warranty/maintenance for this equipment is provided free of charge to the customer for the first 12 months.

**Note:** When the warranty period expires, the customer is responsible for the ongoing maintenance of this equipment.

To ensure your service continues to function efficiently, it is recommended that you maintain this equipment by purchasing one of the annual maintenance offerings listed below:

### Firewall Maintenance Plan:

Firewall's are designed to defend networks against attacks from the Internet by implementing a series of rules that permit or deny traffic to pass between your network and the Internet. Once these rules are put in place it is important that the devices be monitored remotely and the configuration reviewed and/or changed if potential problems are detected. Advanced in packet inspection techniques also scan the content for internet attacks and malicious activity. Carrying out regular firmware updates and upgrades are necessary to maximise the protection of your network.

This maintenance offering provides two facilities:

1. This maintenance offering extends the hardware warranty of the Sonicwall appliance for another 12 months.
2. As part of this maintenance offering a replacement Sonicwall appliance will be swapped-out every 6 months with the latest firmware. This will involve the following tasks:
  - o Pre-configure a SonicWALL unit with all the latest patches and firmware updates
  - o Import your current firewall settings
  - o Ship you the upgraded unit
  - o Assist with installing the replacement unit
  - o Once the new unit is up and running you then ship the old unit back to us

#### **Sonicwall TZ170** \$395 ex GST/annum

- 1 Year 8 x 5 International Support, 12 month firmware upgrade subscription
- 12 month remote monitoring service
- We will take a copy of the current config and upload it onto the replacement unit. The client is responsible to make sure they send us a current config if any changes are made to the configuration of the device.
- Delivery costs to be covered by client

#### **Sonicwall PRO 2040** \$630 ex GST/annum

- 1 Year 8 x 5 International Support, 12 month firmware upgrade subscription
- 12 month remote monitoring service
- We will take a copy of the current config and upload it onto the replacement unit. The client is responsible to make sure they send us a current config if any changes are made to the configuration of the device.
- Delivery costs to be covered by client

### Router Warranty Extension:

#### **D-Link 500/504 Router** \$35 ex GST/annum

- 1 Year replacement warranty
- Delivery costs to be covered by end user

#### **CISCO Routers 805/1700/1800/3600 Series:**

- Full range of Cisco Warranty and Maintenance options are available Please call for pricing  
We will take a copy of the current config and upload it onto the replacement unit. The client is responsible to make sure they send us a current config if any changes are made to the configuration of the device.
- Delivery costs to be covered by end user